



ERIE COUNTY

REQUEST FOR PROPOSAL (RFP)

for

Parent Training Services

RFP # 1217VF

June 6, 2012

Judith A. DeWald, Assistant Social Services Director
EDWARD A. RATH COUNTY OFFICE BUILDING
95 FRANKLIN STREET
BUFFALO, NEW YORK 14202

ERIE COUNTY DEPARTMENT OF SOCIAL SERVICES (ECDSS)

2013 REQUEST FOR PROPOSAL: #1217VF PARENT TRAINING SERVICES

I. INTRODUCTION

Erie County ("County") is currently seeking proposals from qualified not-for-profit agencies ("Proposer") interested in providing Parent Training Services in 2013 to parents and kinship caregivers of children involved with the child welfare system in Erie County. Applicant agencies may request to provide Parent Training programs to parents of children in placement who are receiving supervised visitation services, or to parents at risk of having their children placed due to neglect issues.

A total of \$160,000.00 is potentially available for allocation for this service for 2013.

Proposers are invited to respond to this request. A bidder's conference will be held at 95 Franklin Street, Room 805, Buffalo, N.Y., on June 11, 2012 from 12:30 to 1:00 p.m. for interested parties to receive additional clarification about these requested services. It is the County's intent to select the Proposer(s) that provides the best solution for the County's needs. This document will inform the service delivery network of basic requirements that Erie County uses as part of its standard contract process.

All applicants, including those agencies currently under contract with ECDSS for Parent Training Services, must participate in this selection process in order to be considered for continued funding.

The County reserves the right to amend this RFP, reject any or all of the proposals, or any part thereof, submitted in response to this RFP, and reserves the right to waive any irregularities and informalities, if such action is deemed to be in the best interest of the County. The County reserves the right to request additional information from any Proposer, and to award negotiated contracts to one or more proposers.

This RFP is not intended and shall not be construed to commit the County to pay any costs incurred in connection with any proposal or to procure or contract with any firm.

The County will only contract with agencies or firms that do not discriminate against employees or applicants for employment because of race, creed, color, national origin, sex, age, disability, marital status, sexual orientation, citizenship status or any other status protected by New York State and Federal laws.

The County Department of Social Services has identified the following goals as being consistent with this Request for Proposals:

- The delivery of information, guidance, and skills to parents and caretakers on effective and appropriate parenting, to reduce out-of-home placements and child neglect/abuse,
- The improvement of parent/child relationships through modeling of positive one-on-one interactions,
- Provision of workshops and various resources to parents/caretakers on a variety of topics, designed to promote healthy family dynamics, and
- Increasing parental capacity in situations where multiple indicated reports of neglect have been determined.

Regulatory Compliance

Parent Training Services must adhere to Social Services Regulations, Title 18, Article 2, all applicable sections, including §423.3. Of note are issues related to:

- Parent aide services
- Group instruction in parent skills development
- Training of individual providers
- Transportation services for families

II. FUNDING AND BUDGET

A total of \$160,000.00 is potentially available for allocation for this service for 2013.

Proposers are asked to identify the number of units to be provided during the contract period, and the method used to calculate the number of units. For this service, the billable unit of service is defined as hours of face to face Parent Training received by eligible parents, in 15 minute increments, regardless of the number of staff the agency chooses to use in its design of the program. Billable hours used in support activities such as progress notes, correspondence, clinical assessment forms, completed telephone calls (to client, collateral) and case conferences will be allowable for reimbursement.

The award period will be for a three-year term, subject to annual contract renewal, contingent upon the Proposer's successful development of a Quality Improvement Plan, data collection, monitoring, and compliance with required reporting. Initial award and renewals are subject to inclusion of funding in the County Executive Recommended Budget and as adopted by the Erie County Legislature, as well as, contingent upon availability of New York State funds appropriated for this purpose.

Future awards will be dependent on available funds and subject to the demonstrated fiscal and programmatic stability of the applicant agency, as well as their meeting all of the ECDSS requirements. More than one provider may be selected for funding for 2013.

The selection committee will make a recommendation to the Commissioner of ECDSS, and in turn this recommendation will be made to the Erie County Executive. All final decisions are subject to Legislative approval.

The County will look favorably upon proposals which include a provision for donated funds in this RFP. Proposals are required to include a description of the exact in-kind goods or services, and the value of those services, dedicated to the goals and deliverables of the proposal. This may be volunteer time, reduced cost space, allocated overhead not charged, cash received by contractor and applied to program and not channeling through DSS, materials, clothing or other items of value provided by bidding Proposer to client group and program contracted for.

Note: Administrative costs may not exceed 20% of the requested funds, and lower Administrative costs will be favored when rating proposals. Erie County seeks to move in the direction initiated by New York State to keep administrative costs at this level or below.

KEY TIME FRAMES

The following schedule is for informational purposes only. The County reserves the right to amend this schedule at any time.

- **Issue RFP:** **June 6, 2012**
- **Bidder's Conference:** **June 11, 2012**
12:30 to 1:00 p.m.
95 Franklin Street, Room 805, Buffalo, N.Y.
- **Proposals Due:** **July 2, 2012**
- **Selection Made:** **Early August, 2012**
- **Contract Signed:** **Approximately September, 2012**

III. GENERAL REQUIREMENTS

1. Each proposal shall be prepared simply and economically, avoiding the use of elaborate promotional materials beyond what is sufficient to provide a complete, accurate and reliable presentation. Specific instructions for the proposal format and content are outlined in Appendix A found on pp. 13 – 15.
2. A cover letter, contact information, and a letter of support, signed by the CEO and the Board President, must accompany the proposal.
3. One (1) original and five (5) copies shall be submitted. Proposals **MUST** be signed, using the attached Schedule A: Proposer Certification. Unsigned proposals will be rejected. One (1) original and one (1) copy of the Budget/Cost Proposal packet shall be submitted as described in item #8 below.
4. Submission of the proposals shall be directed to:

Judy DeWald, Assistant Social Services Program Director
Department of Social Services
95 Franklin Street, Room 864
Buffalo, New York 14202

All proposals must be delivered to the above office on or before July 2, 2012 at 4:00 p.m. Proposals received after the above date and time will not be considered. The County is under no obligation to return proposals.

5. **Requests for clarification** of this RFP must be written and submitted to Judy DeWald at Judith.DeWald@erie.gov **no later than 4:00 p.m. on June 15, 2012.** A list of questions and answers will be posted on the County website by June 22, 2012. NO COMMUNICATIONS OF ANY KIND WILL BE BINDING AGAINST THE COUNTY, EXCEPT FOR THE FORMAL WRITTEN RESPONSES TO ANY REQUEST FOR CLARIFICATION.
6. Proposers may be required to give an oral presentation to the County to clarify or elaborate on the written proposal. Those Proposers will be notified to arrange specific times.
7. No proposal will be accepted from nor any agreement awarded to any Proposer that is in arrears upon any debt or in default of any obligation owed to the County. Additionally, no agreement

will be awarded to any Proposer that has failed to satisfactorily perform pursuant to any prior agreement with the County.

8. All Proposers submitting proposals must include a cost proposal in a separate, sealed envelope, clearly labeled with the Proposer name, due date of proposal, and RFP #. Specific instructions for the content of the cost proposal are outlined in Appendix A, found on pp. 13 - 15. All Appendix B budget attachments must be completed and included in the cost proposal.
9. Information on the Standard Insurance Provisions required of agencies selected as a contractor of this service is included at the end of this RFP. This document is for informational purposes only and is not to be completed by the Proposer during the RFP submission.

IV. SCOPE OF THE SERVICE

A. Target Population

This service will target parents with children whose safety or stability in the home is at risk, as well as parents whose return of their child from placement could be hastened by providing Parent Training Services. Criteria include the following:

- Residence in Erie County
- Parents or kinship caregivers in receipt of preventive services
- Parents or kinship caregivers whose child is to be returned to them from placement

B. Description of Services to be Provided

Parent Training Services needed within Erie County include, but are not limited to:

1. Development of a parenting plan with the caregiver,
2. Hands-on guidance and training with the parent or caregiver,
3. Group or workshop classes in parenting techniques,
4. Provision of certificates to parents/caretakers for goal achievement,
5. Development of agreements with other agencies, schools, or programs to supplement the training program,
6. Assistance with resource materials, and identification of community supports for the family,
7. Identification of barriers to program involvement, and plans to overcome the barriers; i.e. child care, transportation, etc.,
8. Lecture or workshop group sessions followed by one on one in-home monitoring of particular skills that have been identified as needed by professionals during the assessment phase; monitoring to be done by parent aides. NOTE: This individual service must be provided to the highest risk families.

C. Performance Outcomes

ECDSS is committed to establishing a system of Outcomes Based Contracting. Contract agencies will be required to develop and submit a Self-Monitoring Plan to ECDSS.

This Plan will require agencies to:

- Establish a Quality Improvement Plan
- Initiate Data Collection
- Evaluate Data
- Develop and Implement a Process Improvement Plan

- Provide required fiscal and program reports

It is understood that although a number of factors may relate to a defined outcome, ECDSS is requiring that indicators for identified goals be included in the design of the service.

The following reports are required on a quarterly basis:

- Quarterly program report
- Quarterly fiscal report

NOTE: Other reporting duties will be detailed in the Agreement for Services executed on an annual basis with Erie County

The following outcomes are the minimum required; applicants may provide additional measures or outcomes, as are determined to reflect the provided services.

1. The **number** of parents and caretakers served.
2. The **number** of parents and caretakers that can be served at one time.
3. The **percentage** of parent/caretaker attendance at scheduled trainings, out of those registered for trainings.
4. The **percentage** of parent/caretakers who complete the program.
5. Outcomes reflecting the **safety** of children in the foster home.
Parents completing the training will have no subsequent indicated State Central Registry reports for 12 (twelve) months following this service. Target = 100%
Parents completing the training will have a reduction in risk factors. Target = 100%
6. Outcomes on the **timeliness** of the provided service.
Referrals for services will have an intake appointment scheduled within 5 (five) days of the initial request. Target = 100%
7. Outcomes on children successfully discharged from the foster care system.
Children residing in foster care are returned to the parent(s) who complete the training within 3 (three) months of the completion date. Target = 80%
8. Outcomes on children diverted from the foster care system.
Children who are at-risk of foster care placement remain in the care of the parent(s) who completed the training for at least 12 (twelve) months after completion. Target = 90%
9. Outcomes on the application of the training to parent behavior. NOTE: Preference is given to formalized standard evaluation tools.
Parents completing the training will report improved relationships with their child(ren), as related to nurturing, communication, and child discipline, as measured by evaluations (pre and post), and as observed by agency and documented in CONNECTIONS. Target = 90%

V. APPLICANT REQUIREMENTS

The successful Proposer will:

- Demonstrate the ability to provide the service, effective 1/1/13,
- Be a current 501(c)(3) not-for-profit entity, with the ability to manage funds from a government funding source, maintain billing systems, and achieve all reporting requirements,
- Utilize CONNECTIONS as the primary case record system,
- Maintain regular communication with ECDSS in a timely manner, for a coordinated delivery system to families,
- Utilize a Quality Improvement Program, and
- Maintain a skilled and appropriately educated workforce.

VI. STATEMENT OF RIGHTS

UNDERSTANDINGS

Please take notice, by submission of a proposal in response to this request for proposals, the Proposer agrees to and understands:

- that any proposal, attachments, additional information, etc. submitted pursuant to this Request for Proposals constitute merely a suggestion to negotiate with the County and is not a bid under Section 103 of the New York State General Municipal Law;
- submission of a proposal, attachments, and additional information shall not entitle the Proposer to enter into an agreement with the County for the required services;
- by submitting a proposal, the Proposer agrees and understands that the County is not obligated to respond to the proposal, nor is it legally bound in any manner whatsoever by submission of same;
- that any and all counter-proposals, negotiations or any communications received by a proposing entity, its officers, employees or agents from Erie County, Erie County's elected officials, officers, employees or agents, shall not be binding against Erie County, Erie County elected officials, officers, employees or agents unless and until a formal written agreement for the services sought by this RFP is duly executed by both parties and approved by the Erie County Legislature, the Office of the Erie County Attorney and/or if necessary, the Erie County Fiscal Stability Authority.

In addition to the foregoing, by submitting a proposal, the Proposer also understands and agrees that the County reserves the right, and may at its sole discretion exercise, the following rights and options with respect to this Request for Proposals:

- To reject any or all proposals;
- To issue amendments to this RFP;
- To issue additional solicitations for proposals
- To waive any irregularities in proposals received after notification to proposers affected;
- To select any proposal as the basis for negotiations of a contract, and to negotiate with one or more of the Proposers for amendments or other modifications to their proposals;
- To conduct investigations with respect to the qualifications of each Proposer;
- To exercise its discretion and apply its judgment with respect to any aspect of this RFP, the evaluation of proposals, and the negotiations and award of any contract;

- To enter into an agreement for only portions (or not to enter into an agreement for any) of the services contemplated by the proposals with one or more of the proposers;
- To select the proposal that best satisfies the interests of the County and not necessarily on the basis of price or any other single factor;
- To interview the Proposer(s);
- To request or obtain additional information the County deems necessary to determine the ability of the Proposer to provide mandated preventive services;
- To modify dates;
- All proposals prepared in response to this RFP are at the sole expense of the Proposer, and with the express understanding that there will be no claim, whatsoever, for reimbursement from the County for the expenses of preparation. The County assumes no responsibility or liability of any kind for costs incurred in the preparation or submission of any proposal;
- While this is a RFP and not a bid, the County reserves the right to apply the case law under General Municipal Law §103 regarding bidder responsibility in determining whether a Proposer is a responsible vendor for the purpose of this RFP process;
- The County is not responsible for any internal or external delivery delays which may cause any proposal to arrive beyond the stated deadline. To be considered, proposals MUST arrive at the place specified herein and be time stamped prior to the deadline

XIII. EXPERIENCE AND QUALIFICATIONS

The following criteria, not necessarily listed in order of importance, will be used to review the proposals. The Department of Social Services reserves the right to weigh its evaluation criteria in any manner it deems appropriate:

- The Proposer's demonstrated capability to provide the services.
- Evaluation of the professional qualifications and resume(s) of individuals involved in providing services.
- The Proposer's experience to perform the proposed services.
- The Proposer's financial ability to provide the services.
- A determination that the Proposer has submitted a complete and responsive proposal as required by this RFP.
- An evaluation of the Proposer's projected approach and plans to meet the requirements of this RFP.
- The Proposer's commitment to complete the required ECDSS reports and program outcomes, as well as the required fiscal reports.

- The Proposer's presentation at and the overall results of any interview conducted with the Proposer.
- The agency CEO MUST sign the Proposal Certification attached hereto as Schedule A. Unsigned proposals will be rejected.
- Proposers may be required to give an oral presentation to the County to clarify or elaborate on the written proposal.
- No proposal will be accepted from nor any agreement awarded to any proposer that is in arrears upon any debt or in default of any obligation owed to the County. Additionally, no agreement will be awarded to any proposer that has failed to satisfactorily perform pursuant to any prior agreement with the County.
- The evaluation process is designed to award the proposal with the best combination of attributes based on the evaluation criteria. A score shall be calculated for each criterion for each proposal. The total of the scores for all criteria in each proposal will be known as the Proposer's final score.

All Proposals will be scored by a review panel of professionals, using the following criteria and possible points:

1. Proposed Program Characteristics: 20 points
2. Program Outcomes and Quality Improvement Plan: 20 points
3. Agency Experience and Qualifications: 40 points

NOTE: The Cost Effectiveness/Budget proposal will be scored separately, with a maximum of 20 points, and should be sent in a separate, sealed envelope, when submitted.

IX. CONTRACT

After selection of the successful Proposer, a formal written contract will be prepared by the County and will not be binding until signed by both parties and, if necessary, approved by the Erie County Legislature, the office of the Erie County Attorney and/or if necessary, the Erie County Fiscal Stability Authority. NO RIGHTS SHALL ACCRUE TO ANY PROPOSER BY THE FACT THAT A PROPOSAL HAS BEEN SELECTED BY THE COUNTY FOR SUBMISSION TO THE ERIE COUNTY LEGISLATURE AND/OR IF NECESSARY THE ERIE COUNTY FISCAL STABILITY AUTHORITY FOR APPROVAL. THE APPROVAL OF SAID LEGISLATURE AND/OR AUTHORITY MAY BE NECESSARY BEFORE A VALID AND BINDING CONTRACT MAY BE EXECUTED BY THE COUNTY.

The term of the contract shall be for a period commencing January 1, 2013 and terminating December 31, 2013.

INDEMNIFICATION AND INSURANCE

The Proposer accepts and agrees that language in substantially the following form will be included in the contract between the proposer and the County:

"In addition to, and not in limitation of the insurance requirements contained herein the Proposer agrees:

(a) that except for the amount, if any, of damage contributed to, caused by or resulting from the negligence of the County, the Proposer shall indemnify and hold harmless Erie County, its officers, employees and agents from and against any and all liability, damage, claims, demands, costs, judgments, fees, attorneys' fees or loss arising directly or indirectly out of the acts or omissions hereunder by the Proposer or third parties under the direction or control of the Proposer; and

(b) to provide defense for and defend, at its sole expense, any and all claims, demands or causes of action directly or indirectly arising out of this Agreement and to bear all other costs and expenses related thereto.

Upon execution of any contract between the Proposer and the County, the Proposer will be required to provide proof of the applicable insurance coverage described in the "Vendor Classification C" found on the Standard Insurance Provision. Insurance coverage in amount and form shall not be deemed acceptable until approved by the County Attorney.

INTELLECTUAL PROPERTY RIGHTS

The Proposer accepts and agrees that language in substantially the following form will be included in the contract between the Proposer and the County:

All deliverables created under this Agreement by the Proposer are to be considered "works made for hire". If any of the deliverables do not qualify as "works made for hire", the Proposer hereby assigns to the County all right, title and interest (including ownership of copyright) in such deliverables and such assignment allows the County to obtain in its name copyrights, registrations and similar protections which may be available. The Proposer agrees to assist Erie County, if required, in perfecting these rights. The Proposer shall provide the County with at least one copy of each deliverable.

The Proposer agrees to indemnify and hold harmless the County for all damages, liabilities, losses and expenses arising out of any claim that a deliverable infringes upon an intellectual property right of a third party. If such a claim is made, or appears likely to be made, the Proposer agrees to the County's continued use of the deliverable, or to modify or replace it. If the County that none of these alternatives is reasonably available, the deliverable will be returned.

All records compiled by the Proposer in completing the work described in this Agreement, including but not limited to written reports, source codes, studies, drawings, blueprints, negatives of photographs, computer printouts, graphs, charts, plans, specifications and all other similar recorded data, shall become and remain the property of the County. The Proposer may retain copies of such records for its own use.

NON-COLLUSION

The Proposer, by signing the proposal, does hereby warrant and represent that any ensuing agreement has not been solicited, secured or prepared directly or indirectly, in a manner contrary to the laws of the State of New York and the County, and that said laws have not been violated and shall not be violated as they relate to the procurement or the performance of the agreement by any conduct, including the paying or the giving of any fee, commission, compensation, gift, gratuity or consideration of any kind, directly or indirectly, to any County employee, officer or official.

CONFLICT OF INTEREST

All Proposers must disclose with their proposals the name of any officer, director or agent who is also an employee of the County. Further, all Proposers must disclose the name of any Department of Social

Services employee who owns, directly or indirectly, an interest of ten percent or more in the firm or any of its subsidiaries or affiliates.

There shall be no conflicts in existence during the term of any contract with the County. The existence of a conflict shall be grounds for termination of a contract.

COMPLIANCE WITH LAWS

By submitting a proposal, the Proposer represents and warrants that it is familiar with all federal, state and local laws and regulations and will conform to said laws and regulations. The preparation of proposals, selection of Proposers and the award of contracts are subject to provisions of all Federal, State and County laws, rules and regulations.

CONTENTS OF PROPOSAL

The New York State Freedom of Information Law as set forth in Public Officers Law, Article 6, Sections 84 et seq., mandates public access to government records. However, proposals submitted in response to this RFP may contain technical, financial background or other data, public disclosure of which could cause substantial injury to the proposer's competitive position or constitute a trade secret. Proposers who have a good faith belief that information submitted in their proposals is protected from disclosure under the New York Freedom of Information Law shall:

a) insert the following notice in the front of its proposal:

“NOTICE:

The data on pages ____ of this proposal identified by an asterisk (*) contains technical or financial information constituting trade secrets or information the disclosure of which would result in substantial injury to the Proposer’s competitive position.

The Proposer requests that such information be used only for the evaluation of the proposal, but understands that any disclosure will be limited to the extent that the County considers proper under the law. If the County enters into an agreement with this Proposer, the County shall have the right to use or disclose such information as provided in the agreement, unless otherwise obligated by law.”

and

b) clearly identify the pages of the proposals containing such information by typing in bold face on the top of each page " * **THE PROPOSER BELIEVES THAT THIS INFORMATION IS PROTECTED FROM DISCLOSURE UNDER THE STATE FREEDOM OF INFORMATION LAW.**"

The County assumes no liability for disclosure of information so identified, provided that the County has made a good faith legal determination that the information is not protected from disclosure under applicable law or where disclosure is required to comply with an order or judgment of a court of competent jurisdiction.

The contents of the proposal which is accepted by the County, except portions "Protected from Disclosure", may become part of any agreement resulting from this RFP.

EFFECTIVE PERIOD OF PROPOSALS

All proposals must state the period for which the proposal shall remain in effect (i.e. how much time does the County have to accept or reject the proposal under the terms proposed). Such period shall not be less than 180 days from the proposal date.

SCHEDULE "A"

PROPOSER CERTIFICATION

The undersigned agrees and understands that this proposal and all attachments, additional information, etc. submitted herewith constitute merely an offer to negotiate with the County of Erie (the "County") and is NOT A BID. Submission of this proposal, attachments, and additional information shall not obligate or entitle the proposing entity to enter into a service agreement with the County for the required services. The undersigned agrees and understands that the County is not obligated to respond to this proposal nor is it legally bound in any manner whatsoever by the submission of same. Further, the undersigned agrees and understands that any and all proposals and negotiations shall not be binding or valid against the County, its directors, officers, employees or agents unless an agreement is signed by a duly authorized County officer and, if necessary, approved by the Erie County Legislature, the Office of the County Attorney and/or the Erie County Fiscal Stability Authority.

It is understood and agreed that the County reserves the right to reject consideration of any and all proposals including, but not limited to, proposals which are conditional or incomplete. It is further understood and agreed that the County reserves all rights specified in the Request for Proposals (RFP).

It is understood and agreed that the undersigned, prior to entering into an agreement with Erie County, will properly execute the County of Erie Standard Insurance Certificate, included at the end of this RFP, and that it will be complete and acceptable to Erie County.

It is represented and warranted by those submitting this proposal that except as disclosed in the proposal, no officer or employee of the County is directly or indirectly a party to or in any other manner interested in this proposal or any subsequent service agreement that may be entered into.

Proposer Name

By: _____
Name and Title

APPENDIX A:
PROPOSAL FORMAT AND CONTENT

In order for Proposers to be considered for an award, the terms, conditions and instructions contained in this RFP and attachments must be met. Any proposals which do not meet these criteria may be considered non-responsive. The proposal should include 3 sections. Section 1 and 2 (below) should be submitted in one packet. **Section 3 (Budget/Cost Proposal) should be submitted in a separate sealed envelope.**

- A. **Section 1 - Technical Proposal.** This section shall describe your approach and plans for accomplishing the work outlined in the Scope of The Service section.
- B. **Section 2 - Organizational Support and Experience.** This section shall contain all pertinent information relating to your organization, personnel and experience that would substantiate your qualifications and capabilities to perform the services required by the scope of the RFP.
- C. **Section 3 – Budget/Cost Proposal.** This section shall contain all information related to the project costs.

Specific instructions regarding the structure of each section are described below.

Section 1 – Technical Proposal: all proposals must be **limited to fifteen pages.**

- 1. Clearly define how your agency's mission encourages the development of Parent Training Services for this population, in the context of other preventive services.
- 2. Demonstrate how the funding provided to operate Parent Training Services will be used to develop organizational capacity. Organizational capacity refers to the ability of your agency and staff to maintain a successful operation that is consistent with the outcomes of this RFP.
- 3. Clearly identify the staff associated with the project, job titles and number of staff in each title. Specify the required education, training, and experience for each position title, their role in providing the services, and supervision protocols.
- 4. Describe your ability to implement and staff the program in a timely manner, including the provision of services, effective January 1, 2013.
- 5. Provide an overview of the service delivery plan, including but not limited to:
 - target population and geographic areas to be served
 - specialized services and resources
 - plans to meet the needs of parents and children, including individualized one-on-one interactions to monitor parenting behavior
 - days and hours of service availability
 - time frames for intake and engagement with the parent
 - termination protocols
 - accommodation of parents/caregivers with special needs, including language translation and cultural differences
 - location(s) of service

6. Describe the capacity for service, addressing the estimated total number of parents and caretakers to be served during the contract period, as well as estimated total number of parents and caretakers to receive service at any given time.
7. Describe your proposed approach to program evaluation and reporting to ECDSS. Clearly define how this project will meet the performance targets associated with this RFP, including follow-up on families, as well as how you will monitor compliance, outcome based performance and implement a plan for quality improvement. Specify how poor performance will be addressed when requested by ECDSS or when the outcomes of the program fail to be achieved.
8. Provide any other information that you feel would distinguish your organization's approach to the delivery of Parent Training Services. Include any successes you have had in working with this population, and prior experience in working with ECDSS Child Welfare staff and programs.
9. Include the signed Schedule A: Proposer Certification on page 12.

Section 2 - Organizational Support and Experience

1. Provide a brief history and description of your organization. Provide a copy of your organization's most recent annual financial report.
2. Identify your organization's professional staff members who would be directly involved in the County engagement, the experience each possesses, and the location of the office from which each will work.
3. Provide resumes for all program staff, including administrators, program supervisors, direct service staff and aides.
4. Give the name and title of person(s) authorized to bind the Proposer, the main office address and telephone number (including area code).
5. Period of time your organization has been providing services/ programs in the County community and date your organization was established as a 501(c)(3) not-for-profit entity.
6. Provide a copy of your program's organizational chart.
7. List Federal Employee Identification Number and/or Not-for Profit 501(c)(3) numbers.
8. Provide any additional information that would distinguish your organization in its service to the County.
9. Provide with the proposal, a **separate envelope or folder** which includes a single copy of the most current information, as noted below.

Note: these materials cannot be returned.

- Most recent Audit report prepared by an independent CPA, including agency management letter

- Listing of Officers and Board of Directors
- Evidence of current IRS determination as a 501(c)(3) organization

Section 3 – Budget/Cost Proposal: all proposers must use forms provided and **submit in a separate, sealed envelope.**

1. Complete the amount of Funding Request to ECDSS for this proposed contract.
2. List your definition of billable units of service, the number of units to be provided during the contract period, and the method used to calculate the number of units. See pg. 3 for more information on billable units of service.
3. Provide a line item budget for your proposed program, clearly distinguishing administrative costs from direct service program costs. Include a description of in-kind goods or services dedicated to the goals and deliverables. Budget forms have been attached to this RFP as Appendix B.

Administrative

1. Designate all involved personnel costs, both direct service and administrative full-time equivalency (FTE's) and fringe benefit rates.
2. Provide specific administrative salaries being proposed for allocation to this service.
3. Designate all OTPS (other than personal services) costs, travel, supplies, insurance, and other essential program costs.
4. Administrative overhead may not exceed 20% of the total annual budget. Agencies that offer administrative overhead at a lower rate will have their proposals scored accordingly based on the criteria used above for awarding these contracts.
5. Provide a budget narrative that describes the basis for your budget.



County of Erie Standard Insurance Certificate

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME		
	PHONE (A/C No. Ext)	FAX A/C No.	
	EMAIL ADDRESS		
	PRODUCER CUSTOMER ID #		
INSURED	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A:		
	INSURER B:		
	INSURER C:		
	INSURER D:		
	INSURER E:		

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADD'L SUBR INSR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	GENERAL LIABILITY					
	<input type="checkbox"/> COMMERCIAL GENERAL LIABILITY					EACH OCCURRENCE \$
	<input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR					DAMAGE TO RENTED PREMISES (Ea occurrence) \$
						MED EXP (Any one person) \$
						PERSONAL & ADV INJURY \$
						GENERAL AGGREGATE \$
						PRODUCTS COMP/OP AGG \$
	GEN'L AGGREGATE LIMIT APPLIES PER:					\$
	<input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC					\$
	AUTOMOBILE LIABILITY					
	<input type="checkbox"/> ANY AUTO					COMBINED SINGLE LIMIT (Ea accident) \$
	<input type="checkbox"/> ALL OWNED AUTOS					BODILY INJURY (Per person) \$
	<input type="checkbox"/> SCHEDULED AUTOS					BODILY INJURY (Per accident) \$
	<input type="checkbox"/> HIRED AUTOS					PROPERTY DAMAGE (Per accident) \$
	<input type="checkbox"/> NON-OWNED AUTOS					\$
						\$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR					EACH OCCURRENCE \$
	EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE					AGGREGATE \$
	<input type="checkbox"/> DEDUCTIBLE					\$
	<input type="checkbox"/> RETENTION \$					\$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY					
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICE/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y/N	N/A	DO NOT USE FOR WORKER'S COMP. FORM C-105., U-26.3, SI-12 OR CE-200 REQUIRED			WC STATUTORY LIMITS: <input type="checkbox"/> OTH ER- \$
	If yes describe under DESCRIPTION OF OPERATIONS below					E.L. EACH ACCIDENT \$
						E.L. DISEASE - EA EMPLOYEE \$
						E.L.DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER

CANCELLATION

County of Erie
95 Franklin St
Buffalo NY, 14202

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

X. FOR COUNTY USE ONLY:

Name of County Dept. Requesting Certificate

Purchase Order or Contact Number

Vendor Insurance Classification

RETURN TO: ECDSS SHARON SULLIVAN
95 Franklin St. ROOM 746
Buffalo, NY 14202

INSTRUCTIONS FOR COUNTY OF ERIE STANDARD INSURANCE CERTIFICATE

I. Insurance shall be procured and certificates delivered before commencement of work or delivery of merchandise or equipment.

II. CERTIFICATES OF INSURANCE

A. Shall be made to the "County of Erie, 95 Franklin St, Buffalo NY, 14202."

B. Coverage must comply with all specifications of the contract.

C. Must be executed by an insurance company, agency or broker, which is licensed by the Insurance Department of the State of New York. If executed by a broker, notarized copy of authorization to bind or certify coverage must be attached.

III. Forward the completed certificate to: County of Erie, (Department or Division) responsible for entering into the agreement for construction, purchase, lease or service.

IV. Minimum coverage with limits are as follows:

Vendor Classification	A Construction and Maintenance	B Purchase or Lease of Merchandise or Equipment	C Professional Services	D Property Leased To Others Or Use Of Facilities Or Grounds	E Concession-Aires Services	F Livery Services	G All Purposes Public Entity Contracts
Commercial Gen. Liab.	\$1,000,000 per occ.	\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000	\$1,000,000 CSL	\$1,000,000	\$1,000,000 CSL
General Aggregate	\$2,000,000						
Products Comp. Ops.	\$2,000,000						
Blanket Broad Form	Not Excluded or Limited		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
Contractual Liability							
Broad Form P.D.							
X.C.U.							
Liquor Law				INCLUDE			
Auto Liab.	\$1,000,000 CSL		\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000 CSL
Owned	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
Hired	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
Non-Owned	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
Excess/Umbrella Liab.	\$5,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$5,000,000	\$1,000,000
Worker's Compensation	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY
& Employer's Liability							
Disability Benefits	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY
Professional Liability			\$5,000,000				
Erie County To Be Named Add'l Insd.	Gen. Liab., Auto Liab., & Excess	Broad Form Vendors May Be Required	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess

V. Construction contracts require excess Umbrella Liability limits of \$5,000,000.

VI. Coverage must be provided on a primary-non contributory bases.

VII. Designated Construction Project General Aggregate Limit Per Location Endorsement CG 25 03 is Required.

VIII. In the event the concessionaire is required to have a N.Y.S. license to dispense alcoholic beverages an endorsement for liquor liability is required.

IX. Transportation of people in buses, vans or station wagons requires \$5,000,000 excess liability.

X. Workers Compensation: State Workers' Compensation Board form DB-155 is required for proof of compliance with the New York State Disability Benefits Law.
Locations of operation shall be "All locations in Erie County, New York."

For those entities who request permits, licenses, or contracts are required to provide either an Affidavit of Exemption (BP-1) or Certificate of Insurance 105.2, Certificate of Self Insurance SI-12, DB-155, or a Certificate of Attestation CE-200 to evidence exemption of coverage by statute. It will be necessary to require alternate coverage and limits which will be defined in the bid specifications, contract, lease or agreement. The alternative specifications should be evidenced on the certificate in lieu of the standards printed above.

XI. The "ACORD" form certificate may be used in place of the County of Erie Standard Insurance Certificate, provided that all of the above referenced requirements are incorporated into the "ACORD" form certificate.